

SHEET 1 OF 2

INFORMATION DISCLOSURE CITATION

(Use several sheets if necessary)

JUL 08 2004

Docket Number (Optional)

HITACHI-06

Application Number

09/994,951 (Parent Case)

Applicant(s)

ASHIDA, et al.

Filing Date

Herewith

Group Art Unit

Unknown

*EXAMINER

INITIAL

OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

AC

Toyohisa Morita, Yoshinori Satou, Erika Ayukawa, and Akira Maeda; 2000; Information and Knowledge Management in the 21st Century; INFORMS-KORMS Seoul 2000 Conference; Customer Relationship Management Through Data Mining; parts 1-6.

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